



December 16, 2011

To: Executive Board

Subject: **Fiscal Year 2011 Title VI Update**

Recommendation

Adopt Foothill Transit's FY 2011 Title VI Update as required by the Federal Transit Administration (FTA).

Analysis

Since 1972, the Federal Transit Administration (FTA) has required recipients of federal assistance to provide assessments of compliance with Title VI of the Civil Rights Act of 1964 as part of the grant approval process. An updated plan must be submitted by grantees every three years. Foothill Transit last submitted its Title VI plan to the FTA in 2008 and has been updated this year.

Title VI regulations mandate that no person in the United States shall, on the ground of race, color and national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the Federal Transit Administration. These guidelines were developed in accordance with the Civil Rights Act of 1964.

The Title VI report (**Attachment A**) has been updated to provide information on service added or modified since the late update as well as an outline of the public outreach efforts for service changes and FTA-assisted construction projects. The modifications to the service provides evidence the Foothill Transit meets, and often times exceeds, the objectives set by the FTA, which are to ensure that FTA-assisted benefits and related transit services provide equal access and mobility for any persons without regard to race, color or national origin.

Updated maps illustrating Foothill Transit's service area with overlays showing routing, along with racial and population information, have been included in this update. The update also includes current fleet information and confirmation of Foothill Transit's service policies. This update also includes a report on how the agency monitor's service.

An addition to the FY 2011 Title VI Update is the submission of the Four Factor Analysis and Language Assistance plan to ensure meaningful access to the benefits, services, information and other important portions of programs and activities for individuals who are limited English proficient (LEP). The plan includes identifying LEP individuals who need language assistance; developing language assistance measures; training staff;



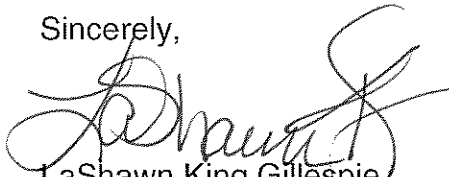
Executive Board Meeting – 12/16/11
Federal Title VI 2011 Update
Page 2

providing notice to LEP persons and monitoring and updating the plan. This submission also refines the plan to notify customers of their rights under Title VI.

Budget

There is no financial impact associated with adoption of the Fiscal Year 2011 Title VI Update. However, failure to adopt and submit a Title VI report could cause Foothill Transit to be ineligible to received federal funding.

Sincerely,



LaShawn King Gillespie
Director of Planning



Doran J. Barnes
Executive Director



Foothill Transit

2011 TITLE VI PROGRAM

Introduction and Background

This document is in response to the Federal Transit Administration (FTA) Circular 4702.1A, adopted on May 13, 2007 – Title VI and Title VI – Dependent Guidelines for Federal Transit Administration Recipients.

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Foothill Transit, a joint powers authority of 22 member cities in the San Gabriel and Pomona Valleys of Los Angeles County, was created in 1988 and provides public transit services through the operation of 33 fixed-route local and express lines, covers 327 square miles, and serves 14 million customers each year requiring it to fall within the FTA category for “Transit Agencies Serving Populations of 200,000 or Greater.”

The cities included in Foothill Transit’s 327-square mile service area are Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Pomona, San Dimas, South El Monte, Temple City, Walnut, West Covina, and unincorporated areas in three supervisorial districts of Los Angeles County. In 2009 the City of Pasadena joined the Foothill Transit Joint Powers Authority, leading to the 22 cities.

General Requirements and Guidelines

Annual Title VI Certification and Assurance

An original signed Civil Rights Assurance was submitted to the FTA as part of the Foothill Transit Section 5307 grant application.

Title VI Complaint Procedures

Foothill Transit maintains an internal controlled Customer Comment Tracking System where customers are able to submit comments, suggestions or complains through various methods including in person at the administrative headquarters, Transit Stores, facsimile, telephone or email communication. Customers with Limited English Proficiencies (LEP) can submit comments utilizing the same methods. For customers who speak languages other than English, Spanish or Mandarin, Foothill Transit has ability to conduct three way telephone conferences and or interpretation services via telephone calling. All comment process and responses are provided within five business days.

Foothill Transit has developed a specific Title VI complaint form (Attachment A) that is used to investigate such complaints. This form is available online and at the administrative office and five Transit Stores. If a Title VI complaint is received through the Customer Comment Tracking System (CCTS), attempts will be made to contact the complainant to provide the proper form for investigation as well as to begin the investigation.

Any complaint of discrimination on the basis of race, color or national origin is placed in the Customer Comment Tracking System under a specific Title VI category. All complaints are recorded, maintained and tracked through the CCTS including the date the complaint was filed; a summary of the allegations; the status of the investigation; and any actions taken in response to the complaint.

Procedures for filing a complaint are available on the Foothill Transit Website as well as in the Foothill Transit Bus Book and are available upon request at the Transit Store or Headquarters or through written request.

Investigations, Complaints and Lawsuits

There are no active lawsuits or complaints naming Foothill Transit will allege discrimination on the basis of race, color or national origin as stated in Title VI.

Meaningful Access to LEP Persons

Foothill Transit has recently submitted to the FTA the required Four Factor Analysis and Language Assistance Plan (Attachment B). In that plan it was identified the primary languages of Spanish and Chinese as the languages that fall within the 5% threshold utilizing data from the U.S. Census and California Department of Education as well as through communication with community organizations. In that plan several steps were also identified to provide meaningful access to the benefits, service, information and other important portions of Foothill Transit's programs and activities for individuals who are Limited English Proficient (LEP). The steps include:

- **Bus Book** – Foothill Transit's Bus Book, which provides scheduling, route, and fare information, is published in a trilingual format (English, Spanish and Chinese).
- **Website** -- In July 2010, Foothill Transit launched a Spanish version of its website which includes route and schedule information. Since inception, the website has received 657,000 hits
- **Customer Service Representatives (CSR)** – Forty five percent of the agency's customer service representatives in the five Foothill Transit stores at various locations throughout the service area are bilingual (English/Spanish). The CSR's provide information to customers in the stores and staff the call center as well as provide intake service for customer comments, complaints and suggestions.
- **Interior Cards** – A variety of information is disseminated utilizing interior cards placed in the bus. Many of these signs are translated into Spanish and Chinese.
- **Fare and Service Change Information and Input Solicitation** – Notices regarding public outreach meetings on fare and service changes are published in English, Spanish and Chinese newspapers. Forms to provide comments are provided in English and Spanish. Interpretation services are available at all meetings.
- **Emergency Communication** - Foothill Transit participates in the Los Angeles County Emergency Operations Center who will provide Broadcast Scripts for broadcast through radio and television stations that reach English, Spanish, Mandarin, Farsi, Tagalog, and other diverse audiences. Foothill Transit will also

have pre-written information and update scripts in other languages that can be posted on our own website.

- **Interpretation Services** – Interpretation services for Spanish are available through operators, customer service representatives, marketing and outreach representatives, planners, safety and security offices, and other personnel. Interpretation services in Chinese are available through other personnel as well as through a telephone interpreting service. The telephone interpretation service is also being retained to provide services in other languages.

Notify Beneficiaries of Protection Under Title VI

Public notices regarding Foothill Transit's obligations and compliance to provide protections against discrimination afforded to them by Title IV are available on the Foothill Transit Website, in the Bus Book, in rotation to be published in the customer newsletter and notices are published in various local newspapers. These notices also provide instructions on filing a complaint.

Public Outreach FY 2008 – 2011

Since the last Title VI Compliance Update submitted in 2008, Foothill Transit has conducted two service change and one fare increase in which public outreach and involvement activities have been undertaken. In addition, two construction projects have undergone the NEPA process to address Environmental Justice considerations. The West Covina Park & Ride and Industry Park & Ride were both provided categorical exclusions from the Federal Transit Administration.

Public input is sought for fare and major service changes, Foothill Transit specifically solicits feedback from all communities including minority and low income. Notices describing proposed changes, dates and locations of public hearings are posted in all buses. Legal notices are printed in local and ethnic newspapers. Meetings and hearings are held in various locations throughout the service area and at various times to allow for diverse population input. In addition, comments are solicited through mail, email, and telephone. During public meetings and hearings, interpreters are available to provide convey information and provide assistance to express comments publicly or to help express the comments in writing. At public hearings and some public meetings, court reporters are used to capture all of the comments and provide transcripts.

Foothill Transit participates in a number of public outreach activities hosted by municipal and service organizations, schools, civic organizations and general community events where the public are encouraged to provide feedback to Foothill Transit representatives participating in the event on all aspects of the service. All feedback is forwarded to the appropriate departments. Input on service and fare changes are input into a comprehensive tracking system to facilitate evaluation of the proposed change.

Demographic Data

This report includes data from the 2000 census which is the most recent census data available that provides population by census tract. Population/Racial Distribution charts covering Foothill Transit's service area are included (Attachment C). Demographic and Service Profile Maps and Overlays are also included.

As shown in the Population/Racial Distribution Chart, Foothill Transit's service area encompasses a population of more than 1.43 million (Census Tract Levels) with a minority population of 78.3 percent comprised of 51.8 percent Hispanic, 20.8 percent Asian, 3.6 percent Black and 0.3 percent Indian, 0.1 percent Hawaiian, 1.9 percent Other/Two or More. The total population was derived from a one mile radius buffer from the center of a route path. The Demographic and Service Profile Maps included as Attachment D illustrate the correspondence between Foothill Transit fixed route service and the demographic makeup of the service area.

System-wide Service Standards

Foothill Transit has the following system-wide service standards to guard against discriminatory service design and operations standards:

Vehicle Load

It is Foothill Transit's policy not to exceed seating capacity on its commuter express lines and not to exceed a load factor of 1.25 for all other lines. This load distinction is made between the commuter express lines and local lines due to the fact and the commuter express lines are long routes often exceeding one hour of travel time with concentrated boardings at one end of the route and concentrated disembarking at the other end of the route. If seating capacity were

exceeded, passengers would be required to stand for more than one hour which could impact the safety of the passenger.

Foothill Transit monitors its peak loads when studying the system on a line-by-line basis. It also studies peak load periodically when operators, quality insurance inspectors or supervisors report high passenger loads or when there is a trend in customer complaints received. During the past three years, passenger counters which are part of the Foothill Transit *SMARTBus*, Computer Aided Dispatch/Automatic Vehicle Locator system have been used to provide a complimentary view of vehicle loads to identify opportunities for further investigation. Furthermore, vehicle loads are reviewed and adjusted when making schedule adjustments to improve on-time performance.

Vehicle Headway

Service demand, scheduling constraints, fiscal constraints and capital resources are considerations to setting Foothill Transit headways. Foothill Transit peak headways do not exceed 60 minutes on most routes. Based on ridership demand and destinations along route, there are some routes that exceed the 60 minute headway during off peak periods. As route load factors exceed 1.25, the frequency will be evaluated to determine if adjustments to headway are appropriate.

Route	Weekdays Peak	Weekdays Non-peak	Weekend/ Holidays
178	30 min.	30 min.	30/60 mi.
185	30 min	30 min.	30 Min.
187	20 min.	20 min.	30/60 min.
195	60 min.	60 min.	60 min.
197	30 min.	60 min.	60 min.
269	30 min.	60 min.	60 min.
272	30 min.	60 min.	45 min.
274	60 min.	85 min.	60 min.
280	20 min	20 min.	30 min.
281	30 min.	30 min.	60 min.
282	30 min.	30 min.	30 min.
284	60 min.	85 min.	60 min.
285	60 min.	60 min.	60 min.
286	60 min.	60 min.	60 min.
289	60 min.	60 min.	60 min peak only
291	15 min.	20 min.	30 min.
292	30 min.	No Service	No Service
480	30 min.	30 min.	30 min.
481	10 min.	No Service	No Service
482	30 min.	30 min.	30 min.
486	15 min.	15 min.	30 min.
488	30 min.	60 min.	60 min.
492	30 min.	30 min.	30 min.
493	10 min.	No Service	No Service
494	30 Min.	No Service	No Service
497	10 Min.	No Service	No Service
498	10 Min	No Service	No Service
499	10 min.	No Service	No Service
690	11 min.	No Service	No Service
699	10 min.	No Service	No Service
851	30 min.	No Service	No Service
853	25 min.	No Service	No Service
854	5 min.	No Service	No Service
855	20 min.	No Service	No Service
Silver Streak	10 min.	60 min.	15 min.

On-Time Performance

Foothill Transit has a system-wide on-time performance goal of 90 percent. On-time is defined as runs that depart within five minutes of the established schedule.

Distribution of Transit Amenities

Transit amenities within Foothill Transit's service area are the jurisdiction of the cities or county in which those amenities reside. The agency does provide route maps and timetables on 156 bus stops. These route maps and timetables are provided and the most heavily used stops and routes.

Service Availability

In accordance with local Proposition A guidelines, it is Foothill Transit's policy to provide transit service within one mile of 95 percent of its residents. The agency continues to face the challenge of providing responsive service within a service area that is experiencing fluctuations due to the economic downturn. Despite the economic downturn, service hours have only been decreased by approximately five percent since 2008, reductions that have resulted in less than five percent in ridership. The ridership reductions are more a product of the economic impact and high unemployment rates than a direct result of the reduction in service.

System-wide Service Policies

Vehicle Assignments

The Foothill Transit fleet consists of 260 40-foot coaches, 30 60-foot coaches, seven 30-foot coaches and three 35-foot electric coaches totaling 300 vehicles. All coaches are wheelchair accessible, air-conditioned, include bike racks and are either low-floor design or have a kneeling feature. In addition, all coaches have Foothill Transit's *SMARTBus* system, the on board Computer Aided Dispatch/Automatic Vehicle Locator system which includes on board cameras, passenger counters, and automatic voice annunciators. Electronic headsigns and fareboxes are on the buses fleetwide. Foothill Transit is committed achieving a 100% clean air fleet and within the next few years, the remaining 23 diesel coaches will be replaced with CNG fueled vehicles.

Vehicle assignments are made based on the available vehicles by dispatch personnel with three exceptions. The 60-foot articulated coaches are used for Foothill Transit Bus Rapid Transit type service, Silver Streak. The Electric Vehicles are assigned to Line 291 which has the infrastructure to support the fast charging capabilities required of this line. Attempts are made to assign the commuter type vehicles to many of the commuter express trips as possible.

Transit Security

Through the work of the Foothill Transit Safety and Security team and the agency-wide focus on security, significant efforts are taken to protect passengers, employees and facilities from acts or threats of violence, personal harm, from criminal or terrorist activity. On board camera technology, is installed on all buses in the Foothill Transit fleet. Cameras are also installed in the administrative headquarters and Transit Stores. Monthly safety meetings and quarterly trainings are held for Foothill Transit representatives. Additional coordination and work is conducted with state and local agencies to address security concerns and develop plans to eliminate security risks and respond should the need arise. Due to the high traffic volume of sales activity, traffic and security concerns, a contracted security officer is assigned to the Foothill Transit El Monte Station Transit Store. In general, Foothill Transit Safety and Security Officers monitor service system-wide are deployed in response to reports of suspicious activity or to address safety issues without regard to race, color or national origin.

Service and Fare Change Evaluation

Route Changes

Proposed service changes to eliminate a route or changes to exceeding 25 percent of the miles in a route are considered a major service change. Foothill Transit's low income population is 12.78% (2000 Census 2006 Quick Facts Data by city) and minority population is 78.3%. Maps are produced outlining the proposed changes to gain public input as well as to determine if there is any discriminatory impact. These maps are evaluated alongside the demographic map of the service area. While the FTA advises that one method of determining the impact of the service change, Foothill Transit also evaluates alternatives to the service proposed to be changed.

Span of Service

Foothill Transit utilizes its customer comments system and other input to evaluate all service changes including those affecting span of service. All past comments received on a route identified for modification are collected prior to developing the proposed plan for reduction or expansion prior to beginning the public comment process. With this information, considerations are made to determine whether minority or low-income riders are more likely to use the service during the hours and/or days that would be eliminated.

Based on recommendations received during the most recent FTA Triennial review, a record of any determinations of any anticipated impact from route or span of service changes on low-income and/or minority populations will be maintained.

Fare Changes

Foothill Transit analyzes all fare changes to determine the impact on minority and low-income riders. In June 2010, Foothill Transit proposed a 25% increase to cash and Metrocard/TAP Cash Fares. Based on the fact that the change was to the cash fare, the determination was that the increase would definitely have an impact on the 12.78% low-income population thus Foothill Transit analyzed and determined that without the fare increase, at least a seven percent service reduction would be necessary to retain service in addition to the 3% already proposed. The table in Attachment E provides information on fares and increases from Foothill Transit's establishment in 1988. This information was used to assess the equitability of fare increases across all fare payment types. It was found that cash/base fares had remained the flat while fares on all passes had increased significantly.

Requirement to Monitor Transit Service

Foothill Transit regularly monitors the service throughout the service area. This evaluation includes route specific ridership, passengers per service hour by route, monthly ridership by route, vehicle loads based on electronic and traditional methods; route specific on-time performance and level of service to various key transit centers. Particular emphasis is placed on this evaluation during regular/minor service modifications and additional emphasis when major service changes are anticipated. The U.S. Census People Quick Facts provides demographic information by cities including population estimates, age, gender, ethnicity, housing trends, national origin, language, education, travel time, Income and business quick facts. This report allows for additional analysis of race and income by cities to be conducted in utilizing a single report.

Through this data, it was again confirmed that the majority of the Foothill Transit service area population is made up of minority persons with concentrations of minority persons in the cities of Pomona, Diamond Bar, El Monte, La Puente. Additionally, 13 Percent of the persons fall below the poverty level, based on 1999 Data. The cities with the highest level of persons below the poverty level are Pomona, Azusa, El Monte and La Puente.

Foothill Transit provides service in major transit centers throughout the San Gabriel and Pomona Valley's. The major transit centers are in the cities of El Monte, Pomona, Puente Hills, and West Covina. These transit centers are in the cities which rank highest for minority persons and those who fall below the poverty level:

- West Covina - 8 Routes
- Pomona – 9 Routes
- Puente Hills – 9 Routes
- El Monte – 10 Routes

More than 50 Percent of Foothill Transit's service hours are on lines which service the City of Pomona as a central point and extend to other cities throughout the service area. Pomona also has a minority majority and population and one of the highest percentages of persons who fall below the poverty level.

The nine routes that provide service to the Pomona Transit Center are Lines Silver Streak, 195, 197, 286, 291, 292, 480 482, 855,. These routes provide a cross reference of the demographics of the Foothill Transit population and account for 21 Percent of the Foothill Transit routes.

- Silver Streak – Provides service between Montclair Transit Center and Downtown Los Angeles (BRT/Limited Stop Service)
- Route 195 – Provides service between the Pomona Transit Center and other locations within the City of Pomona
- Route 197 – Provides service in Pomona, Claremont, and Montclair
- Route 286 – Provides service between Pomona, Walnut, and Brea
- Route 291 – Provides service between LaVerne, Claremont and Pomona
- Route 292 – Provides service in Pomona and Claremont
- Route 480 – Provides service between Montclair, Claremont, Covina, and West Covina
- Route 482 – Provides service in Pomona, Diamond Bar, Rowland Heights, and Industry
- Route 855 – Provides limited service between Pomona Trans Center and Claremont

Route	Vehicle Load	Weekday Vehicle Headway	On-Time Performance	Transit Amenities	Service Availability/ Weekday Revenue Hours
Silver Streak	0.56	10 min	85.3%	n/a	242.77
195	0.38	60 min.	92.3%	n/a	19.92
197	0.32	30 min.	92.8%	n/a	42.90
286	0.37	60 min.	86.3%	n/a	27.62
291	0.49	15 min.	91.8%	n/a	104.68
292	0.19	60 min.	91.8%	n/a	14.03
480	0.81	30 min.	74.9%	n/a	94.83
482	0.71	30 min	75.1%	n/a	105.13
855	0.11	20 min.	n/a	n/a	10.57
TOTAL	0.44	35 min	86.28%	n/a	73.60
System- wide Average	0.54	28 min. *	86.6%	n/a	

*This average includes all Express Routes that have a higher frequency during the peak periods